



BEMS PULSE

2005 Annual Report



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Message from Assistant Director Niki O'Keeffe

I want to take a moment to congratulate our Bureau of Emergency Medical Services. I am proud of all that BEMS, together with its community partners, has been able to accomplish this year. Through continued collaboration with you, our partners, we will make important strides in the year ahead. Thank you for your continued commitment to the success of EMS in our state.

A Note From the Bureau of Emergency Medical Services Management Team

In lieu of the regular issue of BEMS Pulse, the Bureau of Emergency Medical Services is pleased to present this summary of accomplishments for calendar year 2005. We are very proud of the work of every person on the staff and look forward to continuing support for the statewide EMS system in the coming year.



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Administrative and Operational Changes Set Stage for Year of Achievements

January began at a fast pace for many new and positive changes in the Bureau of Emergency Medical Services. This issue of the *PULSE* is dedicated to sharing those accomplishments and benchmark statistics achieved throughout 2005.

New Staff and Positions

Under a reorganizational plan designed to promote customer service and improve the efficiency of operations, BEMS reassigned key personnel that included the promotion of three staff members.

Several positions were reclassified to better reflect the BEMS' new direction. Those positions were two Regional Liaisons, a Base Hospital and Training Coordinator and two Program & Project Specialists. Additionally, 17 new staff members were hired to fill existing vacancies.

Operations

Excellent customer service begins with strong internal systems. In 2005, BEMS implemented the following initiatives to strengthen its existing systems:

- ◆ Redefined and published its vision and mission statements to provide more clear direction.
- ◆ Developed Operating Instructions (O.I.s) for every position within BEMS. These O.I.s were authored, completed and published by staff within the first six months of the year. Each staff member maintains a personal copy of the O.I. binder. It is considered a living document and aids daily work.
- ◆ A Bureau-wide Strategic Plan that defined twelve goals and 51 objectives, providing clear direction for new initiatives in 2006.

Trauma Section

In October, the Governor's Regulatory Review Council approved the final rulemaking for Trauma Center designation, providing standards and establishing the process for ADHS to designate Level I, II, III, and IV Trauma Centers. The following hospitals have been designated as Level I Trauma Centers:

- ◆ John C. Lincoln-North Mountain
- ◆ Banner Good Samaritan Medical Center
- ◆ St. Joseph's Hospital and Medical Center (ACS Verified)
- ◆ Scottsdale Healthcare (Osborn)
- ◆ Flagstaff Medical Center
- ◆ University Medical Center

◆ Maricopa Medical Center

Designated Trauma Centers are required to report data to the State Trauma Registry. The following hospitals are currently reporting:

- ◆ John C. Lincoln-North Mountain
- ◆ Banner Good Samaritan Medical Center
- ◆ St. Joseph's Hospital and Medical Center (ACS Verified)
- ◆ Scottsdale Healthcare (Osborn)
- ◆ Flagstaff Medical Center
- ◆ University Medical Center
- ◆ Yavapai Regional Medical Center
- ◆ Yuma Regional Medical Center
- ◆ Maricopa Medical Center

With stakeholder input, BEMS authored and distributed a comprehensive 2005 Statewide EMS and Trauma Assessment to all EMS and trauma agencies. Results from the assessment will be compiled and published in mid-2006, and will provide a roadmap for future EMS initiatives.

For Training Programs and Base Hospitals, BEMS:

- ◆ Certified four new training programs
- ◆ Audited and certified 25 training programs
- ◆ Certified one new base hospital
- ◆ Audited and recertified six base hospitals
- ◆ Started audits for Practical Examination
- ◆ Resumed regular meetings of the Education Committee in November



Enforcement

The BEMS Enforcement Section reports that 143 investigations were opened in 2005. Of the 143 cases; 83 were related to the Basic EMT level of practice, two were Intermediate level, 23 were at the paramedic level, 28 certificate of necessity holder, five non-certificate of necessity holders investigations, and two were opened against individuals who were unlawfully implying that they were certified EMTs.

The Enforcement Section reports that of the 143 investigations opened in 2005; 73 (or 51.1 percent) were alcohol or drug related, 12 were associated to patient care violations, 19 were general unprofessional conduct violations, 27 related to ambulance complaints, four related to non-ambulance EMS provider complaints, five dealt with certification or re-certification issues, and three related to issues not under the Bureau's jurisdiction and

were subsequently closed.

The Enforcement Section classified five investigations as priority one cases, 101 as priority two, and 37 as priority three investigations. Seventy-three (or 51.1 percent) of the investigations were opened based on notification from the Bureau Certification Section.

The Enforcement Section reports that 111 investigations were resolved in 2005. It should be noted, however, that this figure represents some carry over cases from the previous year 2004. Forty (or 36.1 percent) of the investigations were resolved by a term of probation while 50 (or 45.1 percent) were dismissed. Taking into consideration that probation is considered a disciplinary action, the Enforcement Section reports that 61 (or 55 percent) of the investigations resulted in regulatory discipline.

Certification

The Certification Section reports that 4066 National Registry basic written examination applicants were scheduled in 2005, but only 3,109 applicants reported to the test sites. This reflects a 23.5 percent "no-show factor." The annual pass rate for the State of Arizona training programs has been reported as 65.75 percent by National Registry.

At the conclusion of 2005, the Certification Section processed over 8,867 applications and issued 7,252 certification cards. The three certification offices handled over 21,536 informational telephone calls received from the EMT community and 1,488 walk-in customers were assisted with their certification process.



Ambulance Section

The BEMS Ambulance Services Section reports that they conducted 888 ambulance inspections over the past twelve months. As a result of the inspections, 833 deficiencies were noted which indicates that 1.06 were discovered per ambulance inspection. By years end, the Bureau issued 851 ambulance registrations, including initial and reregistrations for the year 2005.

Preparedness & Response

BEMS played a significant role in Arizona's public health response system, with Bureau Chief Gene Wikle acting as ADHS Incident Commander during a law enforcement incident in July. Wikle also acted as the Incident Commander for Arizona's response to Hurricane Katrina. Operation Good Neighbor provided over 600 survivors with shelter, food, clothing and medical care.

The Bureau will train ADHS and our county administrations in the National Incident Management System (NIMS) classes as per federal regulation.

Communications and Outreach

BEMS has made the commitment to reach out to the EMS community by providing the foundation for greater statewide EMS coordination. The BEMS office is also creating greater visibility for EMS within the general public. Included in communications-related achievements:

- ◆ The monthly BEMS *Pulse* newsletter was launched in August, providing updates and items of interest to the state's EMS community. The *Pulse* is sent electronically to more than 800 EMS organizations statewide. In addition, the *Pulse* is available on the BEMS website or at each of the three BEMS offices.
- ◆ The first and second semi-annual Regional Leadership Conferences were held in March and October. The events were successes as the goal was to provide a forum for BEMS and statewide EMS leadership to share information in day-long, interactive events.
- ◆ Public Service Announcements (PSAs) and a training video demonstrating the use of Automated External Defibrillators (AEDs) and explaining the Save Hearts in Arizona Registry and Education (SHARE) program were produced. The PSAs starred Governor Janet Napolitano, Mark Grace formerly of the Arizona Diamondbacks, and

Steve Nash of the Phoenix Suns. The videos will be distributed throughout the EMS community in 2006 and are available in English and Spanish.

- ◆ As part of the growing SHARE program, BEMS developed and produced AED instructional posters in both Spanish and English. The posters will be hung next to AEDs located in various statewide public locations.
- ◆ BEMS garnered a Gubernatorial Declaration and increased publicity in celebration of National EMS Week in May. The planning has already begun for EMS Week 2006.
- ◆ A professionally produced display that highlights many facets of the EMS profession was created for use at the ADHS headquarters and is also able to be displayed at events and conferences throughout the state.



BEMS Rulemaking, Policy and Guidance Update

In 2005, BEMS made great progress in the areas of rulemaking and policy and guidance document development. In addition to adopting the rules for Trauma Center Designation, as mentioned earlier, BEMS adopted rules for:

- ◆ EMT-B use of an Esophageal Tracheal Double Lumen Airway Device (ETDLAD)
- ◆ EMT-B Administration of Epinephrine by Auto-Injector
- ◆ EMT-B Carrying and Administration of Aspirin

BEMS also amended A.A.C. R9-25-306 and R9-25-309 to expand eligibility for admission to refresher courses and amended the drug lists in the Exhibits to A.A.C. R9-25-503 to eliminate most concentrations and be consistent with committee recommendations.

Throughout 2005, BEMS worked on rulemakings to repeal the air ambulance rules in 9 A.A.C. 13 and adopt new air ambulance rules in 9 A.A.C. 25. Those rulemakings are on the Governor's Regulatory Review Council (GRRC) agenda for February 7, 2006. BEMS hopes to have those rulemakings approved by GRRC on that date, resulting in an effective date of April 8, 2006.

On the policy side, BEMS adopted substantive policy statements regarding:

- ◆ Automatic Extension of EMT Certification for Active Duty Military Personnel Under Governor's Executive Order 2003-10
- ◆ Clarification of EMT-Ps Authority to Perform Rapid Sequence Intubation (RSI), and
- ◆ Interpretation of "authorized federal or state emergency response deployment" in R9-25-407

BEMS also rescinded six substantive policy statements that had been deemed obsolete.

Finally, BEMS formally adopted 56 guidance documents, 36 of them were pre-existing drug profiles. The new guidance documents included new drug profiles, recommendations for EMT-P performance of RSI, pediatric triage and treatment protocols and recommendations for EMT-B use of an ETDLAD.

To enhance community awareness of BEMS' rulemaking, policy and guidance document activities, BEMS has been providing regular updates on the BEMS "What's New" page at <http://www.azdhs.gov/bems/new.htm>.

UPCOMING EVENT!

On Wednesday March 29, 2006, BEMS will be hosting its third Regional Leadership Conference at St. Joseph's Medical Center in Phoenix. This is the place where members from all four regions get together to share ideas and collaborate in an effort to improve EMS throughout Arizona. If you have an issue or concern you'd like to see addressed, please contact your regional council to have your comments presented at this forum.